



ORR to Conduct OAW Survey of Resettled Afghans

The Office of Refugee Resettlement (ORR), within the U.S. Department of Health and Human Services, will conduct a **voluntary Operation Allies Welcome (OAW) survey** of resettled Afghans. ORR funds resettlement services and assistance, which are delivered through partnerships with resettlement agencies, state programs, and community organizations, to help Afghan evacuees begin their lives in the U.S. The survey results will help ORR assess the services that households like yours may have received and inform future planning. *Please know this is a legitimate request and not a scam.* You will never be asked for money and all information you share will be kept private. If you have questions, email asr@acf.hhs.gov or call **+1 (202) 401-9246**.

Key details about the survey:

When will it be conducted?

- **June 1-14, 2022**

Why complete the survey?

- In a short period of time, about 10 minutes, you will have the **opportunity to share your resettlement experience** and help ORR and its leadership to identify any gaps in services or improvements that can be made to better serve recently arrived Afghans like you and your household.

How will your privacy be ensured?

- Your responses to the survey will be **100% anonymous and confidential**.

Who will receive a survey?

- Afghan households who resettled in a U.S. community **before April 1, 2022**.

How is the survey sent?

- A household will receive the survey in English, Dari, and Pashto through one of three different means:
 - 1) an **email** from ORR-OAW-Survey-No-Reply@acf.hhs.gov
 - 2) a **SMS** from +1 (844)-711-0641
 - 3) a **WhatsApp message** from “Office of Refugee Resettlement” +1 (301)-905-9725
- If you see a message via these means, you know it is a legitimate request and not a scam. Each household will receive a unique and single-use survey link. *Please do not share this link with anyone.*

Thanks for participating in the survey! Your participation will help the U.S. government better assist Afghan evacuees in the U.S. and your time and input is valued.